



Department of

**Children's Services**

# Quality Contacts: Focus on Documentation

For Custodial FSWs

# Practice First, Document Second

*“If it isn’t in TFACTS, it didn’t happen.”*

*...but if it didn’t happen, it will never make it in TFACTS.*

# How do we get there?



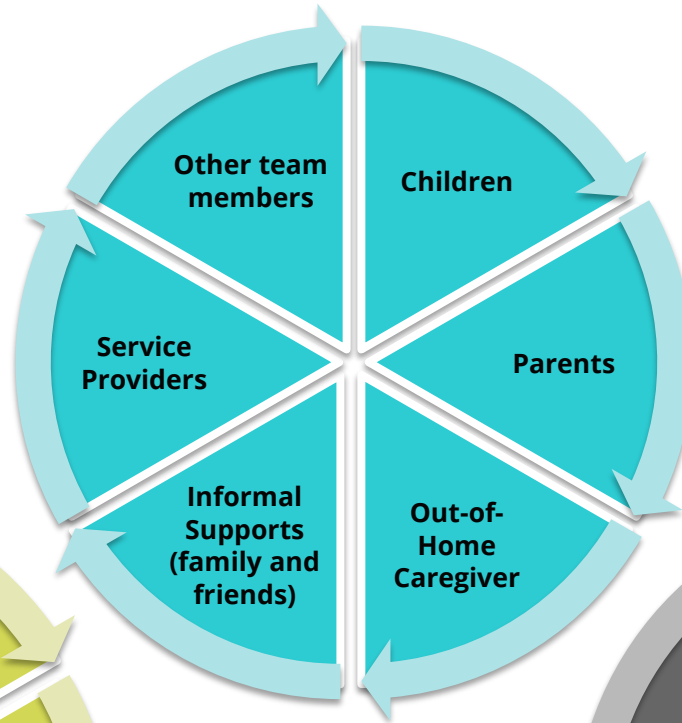
# Concerted Efforts

Caseworker concerted efforts are visible in interviews or documentation that the worker **each month** demonstrated:

- Engagement of ALL the case participants in discussions (informal assessment) to gather global assessment information, which is then used to guide formal assessment and integrated into case practice.
- Took time to prepare all members of families and teams prior to CFTMs, FCRBs, court and other important events.
- Engagement of parents in case planning that is intentionally guided by assessment information gathered.
- Follow-up with families using a variety of strategies to engage them in active participation in services, identifying barriers to success and overcoming obstacles.
- Reinforce family strengths, accomplishments and facilitate lasting change.

# The How, Who and What of Monthly Contacts...

Who?



What?



How?



# Let's look at the New Desk Reference Guide



# From Buzzwords to Behavioral Descriptors

Buzzwords: Moving to Behavioral Descriptors

## Moving to Behavioral Descriptors



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Case Record

YouTube

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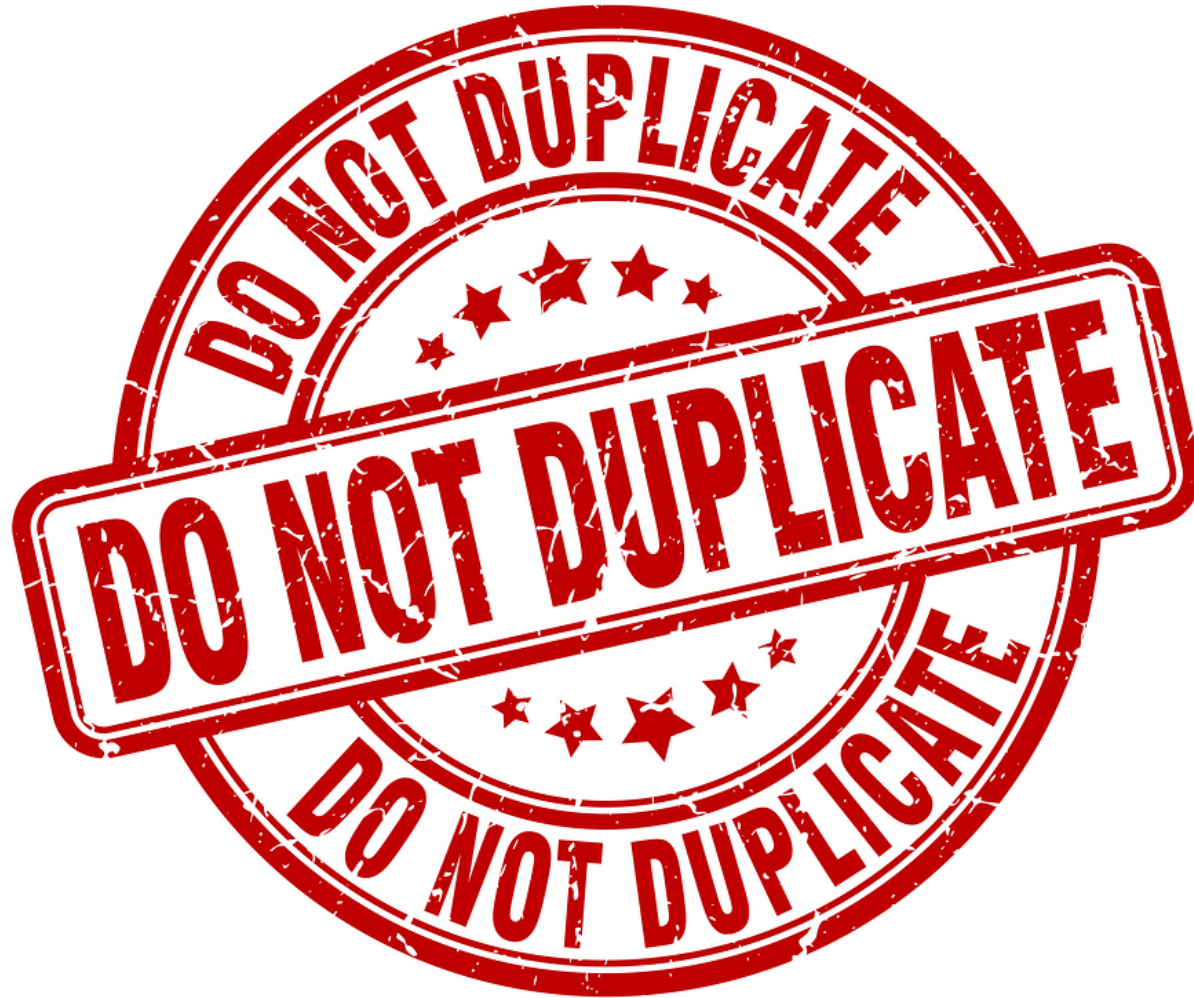
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# We want to see your efforts!





But this seems like it could be duplication!



# Commonly Asked Questions

- Can collateral contacts, phone calls, emails, text messages, and faxes be included in the Monthly Case Summary or do they need their own case recording?
  - Add them to the monthly summary! The goal here is to reduce the number of recordings you need to enter.
- What should I do if I haven't addressed a task yet or if it is not applicable for my case?
  - If it has been addressed in previous case recording it does not need to be readdressed in the summary.
  - If something is not applicable then it does not need to be addressed in the monthly case summary. For example, you don't have to say, "Education does not apply because the child is under age 1." These kinds of notes do not add value and waste your valuable time.

# Commonly Asked Questions

- If I already included the same information in a different case summary, do I need to duplicate it?
  - No, you do not need to duplicate work. Also, don't copy and paste.
  - However, you should be touching on each area of global assessment with the family each month, so you should have new information each month on every topic.
- Is this separate and apart from the opening and closing case summary?
  - Yes, the monthly case summary is separate and it should not be a duplication. Documentation expectations for the opening and closing case summaries have not changed.

# Commonly Asked Questions

- Do I have to write about every bullet in the prompts?
  - No, if the bullet does not pertain to your case then you do not have to address it in your monthly summary.
  - These prompts are included to remind staff about the expectations of working the case and documentation. As you are completing your monthly summary you may realize that it actually is necessary for you consult with the nurse for the purpose of this case.
- Why do we have to do this?
  - Ensuring comprehensive contacts with all case members is essential to the success of our work with children and families. Quality documentation is essential to the department being able to successfully serve families over the long term.

# Some reminder tips to improve documentation:

- Overall Monthly Documentation - more **description and detail** of conversations needed in the narrative. Try not to take the word summary too literally.
- Conversations, and therefore documentation include a lot of buzzwords. Work to move past buzzwords and seek behavioral specific descriptors to fully assess.

# Some reminder tips to improve documentation:

- Evidence of comprehensive conversation with all team members each month to review the plan and progress (or lack thereof)
- When parents are not engaged, documentation needs to reflect that you tried to engage or that diligent search occurred during that month
- When insufficient informal supports are present, documentation needs to reflect efforts to connect with other key stakeholders in the case through diligent search and services.
- A clear picture of the worker's assessment of safety, permanency and wellbeing to is needed with an explanation of the barriers the worker sees and what the family needs to do toward accomplishing the goal.

A woman with long brown hair, wearing a blue and white striped sleeveless shirt, stands in front of a whiteboard. She is smiling and pointing her right index finger towards the camera. Her left hand holds a blue marker, positioned near the whiteboard. The whiteboard contains handwritten text in blue ink. The background is a plain, light-colored wall.

Goal: Improve quality of documentation

Plan/Action Steps:

1. Use Desk Reference Guide.
2. Use Checklists.
3. Document timely following visit.

**Update your Small Test of Change**

# Evaluation

## Course Title:

Quality Contacts: Focus on Documentation

**Trainers:** Check the Chat box

<https://www.tn.gov/dcs/program-areas/training/tpd/atl/dcstrainingevaluation.html>

The logo for the state of Tennessee, featuring the letters "TN" in white, serif font on a red square background. A small "TM" trademark symbol is located at the bottom right of the red square.

TN

Thank you